

# TOWARDS EFFORTLESS INCLUSION - the UHMB Experience

David Wilkinson

Liesje Turner

18<sup>th</sup> April 2018



University Hospitals  
of Morecambe Bay **NHS**  
NHS Foundation Trust



# Morecambe Bay



Our emerging  
Better Care  
Together  
population  
health system

12  
Integrated  
Care  
Communitie  
s (ICC's)  
'Connecting'  
entire health  
and care  
system from  
Home to  
Hospital



University Hospitals  
of Morecambe Bay  
NHS Foundation Trust



## Workforce Profile

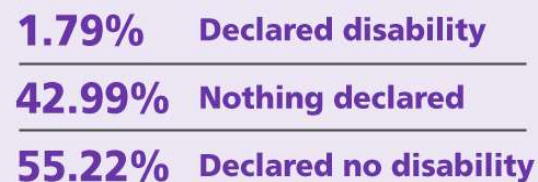


A break down of our staff according to some of the key protected characteristics:

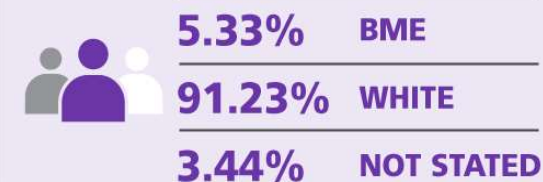
### Gender split



### Disability breakdown



### Ethnicity breakdown



### Age profile

Age Prof - %	Female	Male
<20	88.4%	11.6%
20-24	82.2%	17.8%
25-29	82.2%	17.8%
30-34	80.0%	20.0%
35-39	80.2%	19.8%
40-44	76.8%	23.2%
45-49	80.2%	19.8%
50-54	82.0%	18.0%
55-59	80.8%	19.2%
60-64	74.1%	25.9%
65+	63.2%	36.8%
Grand Total	79.9%	20.1%

### Religion/faitn breakdown

Atheism	7.74%
Buddhism	0.37%
Christianity	39.5%
Hinduism	0.73%
Do not wish to disclose	46.5%
Islam	0.92%
Jainism	0.02%
Judaism	0.04%
Other	4.1%
Sikhism	0.02%

### Sexual orientation

Bisexual	0.2%
Gay	0.5%
Heterosexual	55.78%
Do not wish to disclose	43.08%
Lesbian	0.42%





## Context of Inclusion



# NHS Employers Equality Partners Programme



University Hospitals  
of Morecambe Bay  
NHS Foundation Trust



The BayWay

# Aspiration for Effortless Inclusion

**Healthcare Provider of Choice** treating patients, service users, families and carers with care, compassion & dignity

**Employer of Choice** recruiting, training, developing, nurturing and retaining the best people

**Partner of Choice** for local, regional and national organisations, together creating innovative and mutually beneficial solutions for all

**Buyer of Choice** for suppliers of goods, facilities and services supporting our aims and ambitions

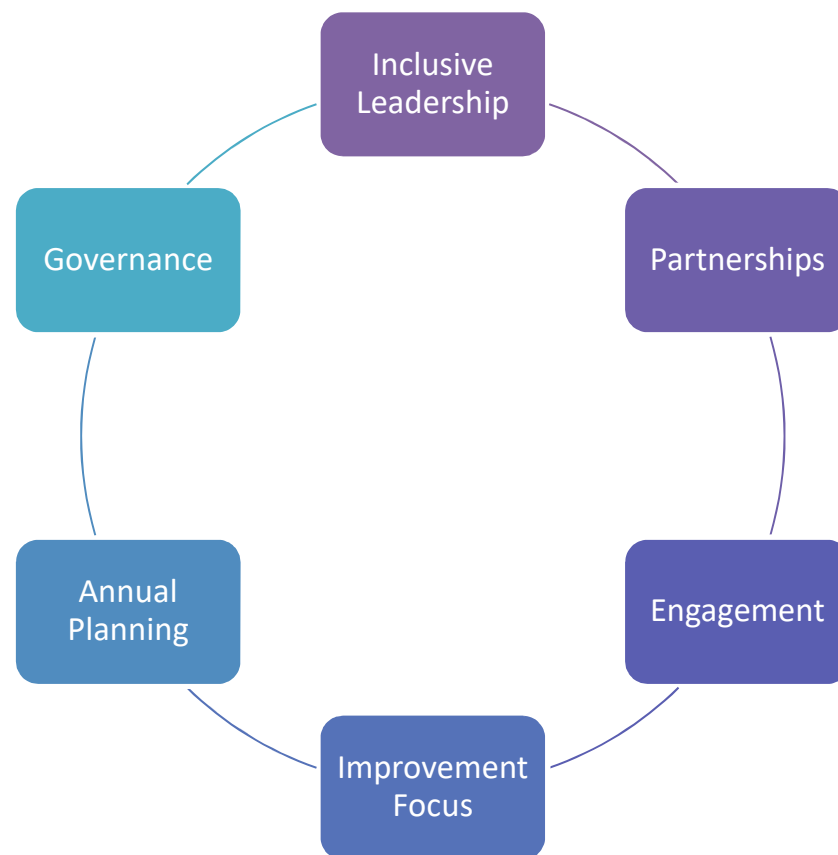
**Organisation of Choice** for all our population, be they future patients, service users, prospective partners and employees who live and work in our area



University Hospitals  
of Morecambe Bay  
NHS Foundation Trust



# *Towards Inclusion*





# WRES

**Fairness – Equality – Diversity – Inclusivity**

**BME Network  
Black, Asian and Minority  
Ethnic Staff**

We are a group of BME staff who meet every 2 months to consider how we can help our organisation deliver a workplace and service which is fair for all **ethnic minority and international** staff. To find out more and get involved please come to our 2018 conference.

**KEY NOTE SPEAKER**  
**YVONNE COGHILL**  
**NHS ENGLAND  
WORKFORCE RACE EQUALITY  
DIRECTOR**  
Date: 26<sup>th</sup> March 2018  
Venue: Castle Green Hotel, Kendal  
Time: 1pm – 4.30pm

You are supported to attend this meeting during work time. If travel is difficult we can help you. To find out more or to book a place please contact Liesje Turner:  
[Liesje.turner@mhft.nhs.uk](mailto:Liesje.turner@mhft.nhs.uk) 07760426250

**BME**

**Good news**

**WRES Indicator 1**

37% of our medical staff are from a BME background

5.27% of our workforce are from a BME background

**WRES Indicator 2, 3, 5, 7 & 9**

BME staff are less likely to go through formal disciplinary (previously more likely)

BME staff were less likely to be appointed - now almost the same

A decrease in the number of BME staff reporting B&H from colleagues

Increase in the number of BME staff who believe the Trust provides equal opportunities

Board broadly representative of the workforce

**Areas for improvement**

**WRES Indicator 4 & 6**

BME staff are less likely to access non-mandatory training opportunities

More BME staff experiencing harassment, from staff:

**35% BME**  
(27% white)

More BME staff experiencing discrimination at work from managers / colleagues:

**15% BME**  
(6% white)

**Things we have done**

- Opened up its membership to all staff, volunteers and students
- Undertaken a survey of medical staff to seek to understand better some of the Workforce Race Equality Standard metrics
- Contributed to the Inclusive Leadership podcast
- Supported and participated in the annual Towards Inclusion Annual Conference (Nov 2016)
- Appointed an Executive Sponsor for the BME network

**17/18 Plans**

- Widen participation of BME network
- Review & update BAPIO partnership
- Develop action plan to implement the findings of the survey
- Develop range of actions and activities to celebrate Black History month
- Participate in the EQW2018 Towards Inclusion – Beyond Boundaries annual conference

**#TowardsInclusion**

For UHMBT's full WRES report and action plan please see our Inclusion & Diversity Internet pages: [www.uhmb.nhs.uk/about-us/inclusion-and-diversity/](http://www.uhmb.nhs.uk/about-us/inclusion-and-diversity/)

Please view the NHS England video a diverse workforce in the NHS leads to better patient care!

**YouTube**



University Hospitals of Morecambe Bay **NHS**  
NHS Foundation Trust






# Local WDES



## WHAT IS THE WORKFORCE DISABILITY EQUALITY STANDARD (WDES)?

Attend one of the regional events in March and find out what this means for your organisation.








## Disability



Understanding current employee experience for staff with a disability is important to UHMBT. We'd like to know where we can make improvements and ensure a supportive and inclusive environment for everyone.


Ahead of national policy, UHMBT has set its own equality metrics to measure and monitor the employee life cycle.

Good news	Areas for improvement	Things we have done
 <p>Staff with a disability have reported:</p> <ul style="list-style-type: none"><li><b>a decrease</b> in having experienced bullying and harassment</li><li><b>an improvement</b> in feeling pressured to come to work by their manager despite feeling unwell</li><li><b>an improvement</b> in how the organisation values their work</li></ul>	 <p>There has been</p> <ul style="list-style-type: none"><li><b>an increase</b> in staff with a disability stating that appraisal, training, learning or development needs were not identified, and/or not provided for</li><li>Only a <b>very slight improvement</b> in the reporting of reasonable adjustments</li></ul>	<ul style="list-style-type: none"><li>Disability network</li><li>Changing Places toilet at Furness General Hospital</li><li>Plan on a page Good practice guidance for Managers</li><li>Visible and non-visible disability awareness weeks</li><li>Disability Confident Employer award</li><li>Listening into Action campaign for Inclusive Recruitment</li><li>Structural improvements that benefit staff &amp; patients</li></ul> <p> <b>17/18 Plans</b></p> <ul style="list-style-type: none"><li>Support the self-reporting project</li><li>To become Disability Confident Leader</li><li>Dyslexia software to be installed in libraries and training rooms</li></ul>

#TowardsInclusion

For UHMBT's full Disability report and action plan please see our Inclusion & Diversity internet pages: [www.uhmb.nhs.uk/about-us/inclusion-and-diversity/](http://www.uhmb.nhs.uk/about-us/inclusion-and-diversity/)

Please view the NHS England video [a diverse workforce in the NHS leads to better patient care!](#)

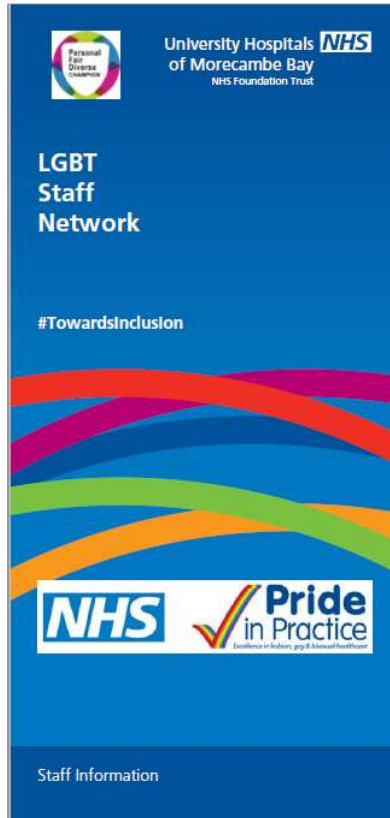




University Hospitals   
of Morecambe Bay  
NHS Foundation Trust



# Local WLGBT



**Personal Fair Diverse Champion**

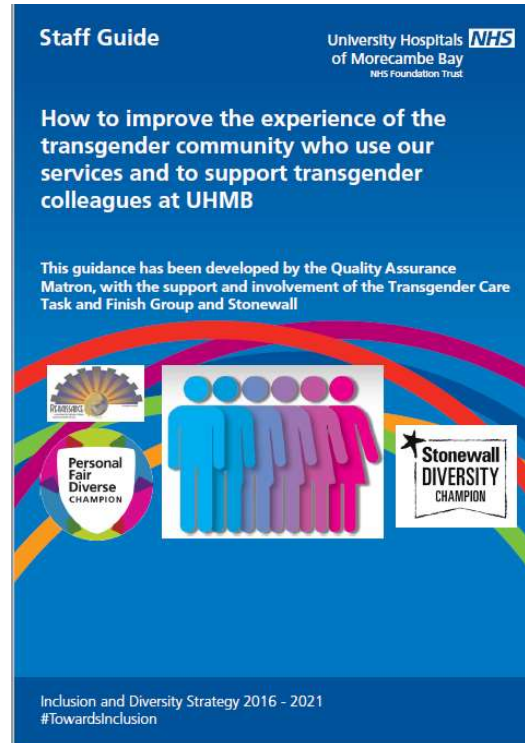
University Hospitals of Morecambe Bay NHS Foundation Trust

**LGBT Staff Network**

#TowardsInclusion

**NHS Pride in Practice**  
Excellence in Inclusion, go to [knewsthehealth.com](http://knewsthehealth.com)

Staff Information



**Staff Guide**

University Hospitals of Morecambe Bay NHS Foundation Trust

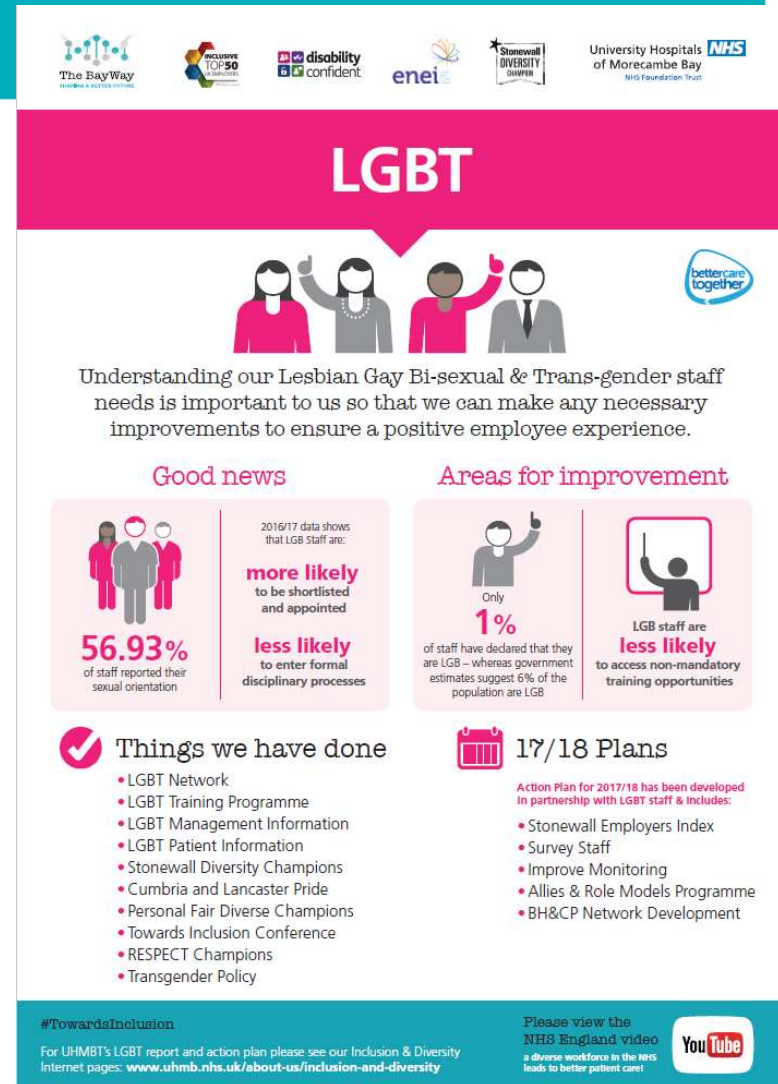
**How to improve the experience of the transgender community who use our services and to support transgender colleagues at UHMB**

This guidance has been developed by the Quality Assurance Matron, with the support and involvement of the Transgender Care Task and Finish Group and Stonewall

**Personal Fair Diverse Champion**

**Stonewall DIVERSITY CHAMPION**

Inclusion and Diversity Strategy 2016 - 2021  
#TowardsInclusion



**LGBT**

Understanding our Lesbian Gay Bi-sexual & Trans-gender staff needs is important to us so that we can make any necessary improvements to ensure a positive employee experience.

**Good news**

2016/17 data shows that LGBT Staff are:

- 56.93%** of staff reported their sexual orientation
- more likely** to be shortlisted and appointed
- less likely** to enter formal disciplinary processes

**Areas for improvement**

- Only **1%** of staff have declared that they are LGBT – whereas government estimates suggest 6% of the population are LGBT
- LGBT staff are **less likely** to access non-mandatory training opportunities

**Things we have done**

- LGBT Network
- LGBT Training Programme
- LGBT Management Information
- LGBT Patient Information
- Stonewall Diversity Champions
- Cumbria and Lancaster Pride
- Personal Fair Diverse Champions
- Towards Inclusion Conference
- RESPECT Champions
- Transgender Policy

**17/18 Plans**

Action Plan for 2017/18 has been developed in partnership with LGBT staff & includes:

- Stonewall Employers Index
- Survey Staff
- Improve Monitoring
- Allies & Role Models Programme
- BH&CP Network Development

#TowardsInclusion

For UHMBT's LGBT report and action plan please see our Inclusion & Diversity Internet pages: [www.uhmb.nhs.uk/about-us/inclusion-and-diversity](http://www.uhmb.nhs.uk/about-us/inclusion-and-diversity)

Please view the NHS England video [a diverse workforce in the NHS leads to better patient care!](#)

**YouTube**

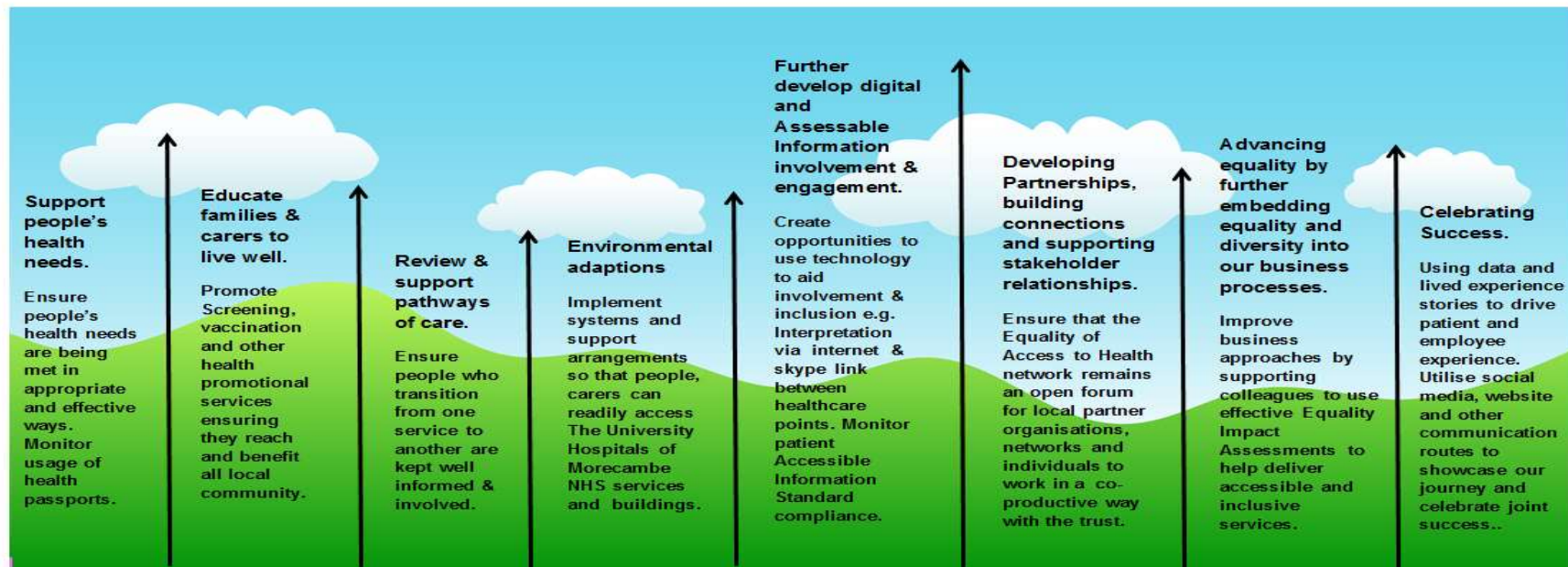


# EOATH Network



## Equality of Access to Health Network 2017-2018 Plan on a Page

University Hospitals of Morecambe Bay **NHS**  
NHS Foundation Trust



**Every Individual Matters**  
Recognising, Respecting, Valuing and Harness difference on our journey to become effortlessly Inclusive.

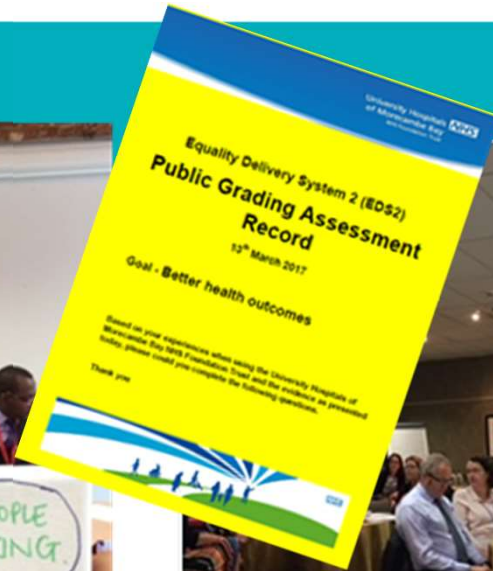


University Hospitals of Morecambe Bay **NHS**  
NHS Foundation Trust





# Taking Action



**University Hospitals of Morecambe Bay NHS Foundation Trust**

**Have your Say on the Equality Delivery System 2 (EDS) Assessment**

The EDS is a national performance tool designed to help NHS organisations to understand how equality can drive improvements and strengthen the accountability of services to patients and the public. This is all about addressing inequalities and delivering positive outcomes for all groups protected under the Equality Act 2010.

**Monday 1st May 2018**  
Starting at 1pm until 4pm

136 Rural Auction Centre  
Crooklands, Milnthorpe,  
Cumbria, LA7 7FP

To book a place or for more information please contact  
**Barry Rigg**  
Telephone: 01539 715288  
Email: [Barry.Rigg@uhmbt.nhs.uk](mailto:Barry.Rigg@uhmbt.nhs.uk)  
Text: 07580818973



Follow us on: [www.facebook.com/UHMBT](https://www.facebook.com/UHMBT) @uhmbt #TowardsInclusion




**University Hospitals of Morecambe Bay**  
NHS Foundation Trust


**The BayWay**
















# Inclusion is everyone's responsibility

  **The Behavioural Standards Framework**  
Everybody's responsibility in everything we do

 **University Hospitals of Morecambe Bay NHS Foundation Trust**

## Behavioural standards are the heartbeat of UHMB



 Introduce yourself with #hello my name is...	 Value the contribution of everyone	 Share learning with others
 Be friendly and welcoming	 Team working across all areas	 Recognise diversity and celebrate this
 Respect shown to everyone	 Seek out and act on feedback	 Ensure all our actions contribute to safe care and a safe working environment
 Put patients at the centre of all we do	 Be open and honest	 For those who supervise / manage teams: ensure consistency and fairness in your approach
 Show support to both staff and patients	 Communicate effectively: listen to others and seek clarity when needed	 Be proud of the role you do and how this contributes to patient care

#TeamUHMBT

scoplayer/scoplayer.aspx?scopath=http://tms/scopl TMS eLearning

Register

### Behavioural Standards Framework - Living the Standards

**A great place to be cared for; a great place to work**

Our **Behavioural Standard Framework** has been developed by staff for staff to ensure we have a set of core behaviours and attitudes that help and support each other to deliver our Trust vision and values.

The **Framework** applies to us all and is part of everyone's role.

The Behavioural Standards Framework is important to each and every one of us. It was designed by our staff and represents expectations we have of ourselves and our colleagues. Not only will these standards create an improved working environment for everybody it will also ensure our patient experience benefits too.

If you can't complete this eLearning in one session, close the window when you are done. When you launch the eLearning again from TMS, choose to continue from where you left off.




























click NEXT

13:40 09/04/2018





# Maintaining the momentum

  <b>The Behavioural Standards Framework</b> Everybody's responsibility in everything we do					
 University Hospitals of Morecambe Bay NHS Foundation Trust					
#TeamUHMBT					
2018	Standards	Theme	Description	Leadership support	Activities
APR	  	 Welcoming New Colleagues	The next step in our local health system strategy - Better Care Together.	Chief Executive Deputy Director of Workforce Deputy Chief Nurse	<ul style="list-style-type: none"> <li>Team development workshops</li> <li>Understanding each other to develop better integrated care</li> <li>World Health Day</li> <li>Age focus - Different needs of different generations</li> </ul>
MAY	  	 Celebrate Diversity	A festival of celebrations, activities, education and awareness raising.	Director of Workforce & OD Assistant Director of Workforce Staff Network Chairs	<ul style="list-style-type: none"> <li>Towards Inclusion Conference</li> <li>Celebrating the work of the staff networks</li> <li>Equality &amp; Human Rights Week</li> <li>Quarterly Pulse Survey</li> </ul>
JUN	  	 Maximising Potential	A focus on tools, techniques and approaches for improvement capability.	Medical Director Associate Director of Engagement & Improvement Director of Midwifery, Gynaecology & Obstetrics	<ul style="list-style-type: none"> <li>BLIC - Tools &amp; Workshops</li> <li>LiA Promotion</li> <li>Resilience Training (Stress RA/Human Factors diagnostics)</li> <li>Understanding pressures on staff</li> <li>National Carers Week</li> </ul>
JUL	  	 Happy 70th NHS	Celebration of the NHS - its 70 year history, and what the future holds	Chief Executive Workforce Business Partner Deputy Chief Nurse	<ul style="list-style-type: none"> <li>Long Service Awards</li> <li>Publication of the Annual Inclusion Update</li> </ul>
AUG	  	 Towards Inclusion	Annual strategy - promotion of trust metrics and associated staff and patient related improvements.	Director of Workforce & OD Head of Workforce Futures & Inclusion Community Engagement Manager	<ul style="list-style-type: none"> <li>Sharing the Towards Inclusion progress</li> <li>Manchester Pride</li> <li>Quarterly Pulse Survey</li> </ul>
SEP	  	 Health & Care Innovation	Enabling staff to contribute to the delivery of the NHS 5 year forward view.	Executive Chief Nurse Head of Workforce Delivery Associate Specialist	<ul style="list-style-type: none"> <li>Consider the Bigger Picture Workshops</li> <li>Post CPT integration review and plans for service transformation</li> </ul>

## Towards Inclusion Conference 2018

SAVE THE DATE

## Beyond Boundaries



Date: Monday 14<sup>th</sup> May 2018

Time: 0900 – 1630

Venue: Forum 28, Barrow

This year we will be focusing on some of the challenges faced by all public sector organisations.

**Homelessness    Dementia    Intersectionality**

The conference is open to all UHMBT staff, students and volunteers. You can book a place on TMS or if you don't have access please speak to your line manager who can book a place for you. If you have any queries about the event please contact Karl Hinchliffe.

Email: [karl.hinchliffe@mbht.nhs.uk](mailto:karl.hinchliffe@mbht.nhs.uk) T: 01539 716655 (internal 46655)



University Hospitals  
of Morecambe Bay  
NHS Foundation Trust







# Thank you for your time



University Hospitals   
of Morecambe Bay  
NHS Foundation Trust

